

Keesler Medical Center Frequently Asked Questions

A: Enrolling in the Keesler Medical Center

You may enroll or transfer your TRICARE Prime enrollment to Keesler Medical Center by visiting www.Tricare.mil/enroll or call 1-800-444-5445

Q: How do I make an appointment?

A: TRICARE Prime beneficiaries enrolled to the Keesler Hospital may use the 1-800-700-8603 or 376-CARE (2273) appointment line to book or cancel appointments and leave telephone consults for their primary care managers.

The appointment line is open for all Keesler Hospital TRICARE Prime beneficiaries from 6 a.m.-6 p.m. Monday-Friday; they are closed on weekends and federal holidays. Active-duty personnel may begin calling at 5 a.m. Monday-Friday to meet their appointment needs. You may also access TRICARE Online, www.tricareonline.com, 24/7 to book an appointment.

Q: I am active duty with an acute medical problem, how can I be seen?

A: Active-duty members with acute medical problems should call the TRICARE appointment line, 1-800-700-8603 or 376-CARE (2273), identify that you have an acute medical problem to be booked that day. If the appointment line is closed, please call the after-hours numbers 1-877-794-4629. You may also access TRICARE Online, www.tricareonline.com, 24/7 to book an appointment.

Q: I'm told my PCM is no longer here; he/she was PCS'd/deployed. What do I do now?

A: Nothing. TRICARE beneficiaries are assigned to a provider team and will be seen by a provider on that team who is still here.

Q: How do I get a copy of my medical records?

A: Medical Records is located in room 1A222 in the TRICARE Service Office. Original records must be maintained by Keesler Medical Center. You may request copies of your medical records; currently it takes approximately 20 days to process a request for copies. Request forms are available. Personnel who have permanently moved should go to their nearest medical treatment facility (MTF) medical records department and complete a DD Form 877 to transfer their records to their new facility. Send requests to:

81 MDG Records Release

301 Fisher St
Keesler AFB, MS, 39534
Phone: 376-4735 (DSN: 591) FAX: 228-376-0121

Hours of Operation

Outpatient Records: 7 a.m.-5 p.m. Monday-Thursday, 7 a.m. - 4 p.m. Fridays - 376-4744

Inpatient Records: 7 a.m.-5 p.m. Monday- 376-3144/376-4385

Q: How do I get an off-base referral?

A: The **Referral Management Center** is located in Room 1A-230. 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. Fridays. **Off-base referrals:** At Keesler AFB, Prime enrollees obtain referrals from their PCM. When you get a referral from your PCM, please go to the Referral Management Center in Room 1A-230 before departing the hospital. They will assist you in booking an appointment or provide necessary information to obtain care in the network. If you need to contact the Referral Management Center you can do so at 376-0490. You can also contact Humana about the status of a network referral at 1-800-444-5445.

Q: What is the phone number for TRICARE?

A: TRICARE's phone number 1-800-444-5445. For TRICARE-related questions, please feel free to also contact the Keesler Health Benefits Advisors at: 376-4752 /4737 (DSN: 591)

Q: How do I get my prescriptions refilled?

A: The Main Outpatient Pharmacy, located on the Keesler Hospital ground floor, just inside the outpatient clinic entrance, provides service of new prescriptions issued from Keesler Medical Center clinics. Hours of operation are 7:30 a.m.-5:30 p.m. Monday-Friday. Closed on weekends, holidays and command-directed family days.

The Satellite Pharmacy is located at the west end of the BX/Commissary mall. Hours of operation are 8 a.m.-5 p.m. Monday-Friday. Closed on weekends, federal holidays and command-directed family days. This pharmacy will fill new prescriptions from off base for authorized beneficiaries, for medications listed on the 81st MDG Formulary. Copies of the formulary are available on request at the pharmacy, or can be obtained at the website: <http://www.keesler.af.mil/units/81stmedicalgroup.asp> Click on Formulary on the bottom middle of the page.

Refills of prescriptions originally filled at Keesler should be requested by calling the automated call-in refill system at (228) 376-1000 unless otherwise directed on your prescription label. Refills may be picked up at the Satellite Pharmacy from 8 a.m.-5 p.m. Monday-Friday or at the Satellite's drive-up window which is open until 5:30 p.m. on weekdays and from 8 a.m.-2 p.m. on Saturdays for pickup only.

Q: Can I get my prescription transferred from another pharmacy?

A: A refill of a non-controlled prescription medication originally filled at another pharmacy, military or civilian, may be accomplished if you bring in the bottle from the other pharmacy with a current prescription label. The label must show at least one refill remaining and be less than one year from the original fill date. Please allow 1-3 duty days for transfers to be completed. Controlled medications may be transferred one time from one military pharmacy to another military pharmacy. Controlled medication **cannot** be transferred to or from civilian pharmacies per Mississippi state law.

Q: I have questions about my medications, who should I call?

A: The pharmacy has 24/7 medication information through the AudioCare RXInfo function. This system gives you specific information about your prescription. You can reach the AudioCare RXInfo by dialing (228) 376-1000. A pharmacist can also be reached during normal duty hours by calling (228) 376-4955 or (228) 377-9791.

Q: How do I get my prescriptions renewed when I have no more refills?

A: You will need to contact your Primary Care Manager (PCM) team or civilian provider to have your prescription renewed.

Q: How do I get prescriptions filled that are not available from the Keesler Pharmacy?

A: TRICARE provides you two options: The TRICARE Mail Order Pharmacy and a network of retail pharmacies.

To fill prescriptions that are not available from the Keesler Pharmacy, The TRICARE Mail Order Pharmacy (TMOP) is the most economical choice for you. Usually there are no Co-payments for generic TMOP prescriptions and non-formulary and brand name medications are up to 66 percent less than in the TRICARE pharmacy network. TMOP can fill up to a 90-day supply of medications, has more medications available and delivers prescriptions directly to your mailing address within 14 days. TMOP is especially useful for obtaining routinely-used maintenance medications. TMOP transactions can be completed by toll free phone or FAX, U.S. Mail or via the internet. For more information call 1-877-363-1303 or visit www.express-scripts.com/TRICARE.

TRICARE also maintains a network of local civilian pharmacies that you can use. They may be the most convenient, but are also the most costly for you. This option is best when you cannot wait for the mail to deliver your medications. Ask your local civilian pharmacy if they participate in TRICARE.

Q: Are there medications not covered by TRICARE?

A: Prescription medications used to treat conditions that are not currently covered by TRICARE, either by statute or regulation, are excluded from the pharmacy benefit.

Excluded medications include:

- Drugs prescribed for cosmetic purposes
- Fluoride preparations
- Food supplements
- Homeopathic and herbal preparations
- Multivitamins
- Over-the-counter (OTC) products, except for the following:
 - [Insulin and diabetic supplies](#)
 - OTC medications covered by the [OTC Medication Demonstration Project](#)
 - [Smoking cessation products](#) covered by the Smoking Cessation benefit
- Weight reduction products

Excluded drugs are not available at government expense from any DoD or TRICARE pharmacy.

Q: How do I get a copy of my radiology record/X-rays?

A: Radiology (Diagnostic Imaging) is located on the hospital's first floor; Room 1C200. Radiology services consist of six modalities: Diagnostic Radiology (X-ray), Computed Tomography (CT and CAT Scan), Magnetic Resonance Imaging (MRI), Bone Mineral Density, Diagnostic Ultrasound and Nuclear Medicine. Normal hours of operation are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. on Friday. Radiology also provides 24-hour support to the Emergency Department and inpatient wards. Call 376-0481 or 376-0482 for additional information.

Patients are authorized a copy of medical images for off-base medical appointments and referrals and permanent change of station.

Q: What clinics and services are available? What are their phone numbers? What are their operating hours?

A: CLINICS AND SERVICES

NOTE: Parking is available in the lot in front as well as the west side of the main hospital building. Handicapped parking is located just to the west of the Outpatient Clinic Entrance.

Medical Center Clinic Hours are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. training Fridays. The Family Medicine, Internal Medicine and Pediatric Clinics see patients 7 a.m.-4 p.m. on non-training Fridays. Clinics normally are closed for Warrior Day training from 11 a.m.-5 p.m. the second Thursday of each month, as well as federal holidays and command-directed family days.

Admission & Dispositions Located in room 1A222 in the TRICARE Services Office. Open 24 hours a day. Phone number is 376-4722.

Adult Endocrine Services Located on the first floor in the Medical Specialties Clinic (1F100). Currently treating all active duty military and TRICARE Prime beneficiaries with endocrine problems. Treatment in the Endocrinology Clinic is initiated only after primary care manager or subspecialist referral. Patient care hours are from 8 a.m.-4 p.m. on regular duty days.

Audiology Clinic Located in the ENT Clinic on the ground floor, near the outpatient clinic entrance. Referrals are required for audiology appointments and hearing evaluations for all ages. Hearing aids for active military only (to include reservists and ANG). The retiree hearing aid purchasing program is not accepting new clients at this time.

Base Operational Medical Cell (BOMC) Located on the ground floor (GG400) opposite Immunizations. Office hours are 7 a.m.-5 p.m. Monday, Tuesday and Thursday; 7 a.m.-2 p.m. Wednesday; and 7 a.m.-3 p.m. Friday.

Deployments - Call 376-5630, 376-2662 or 376-3163 (DSN 591). For questions or concerns, contact 376-3163 (DSN 591)

Fly PHA (If currently on flying status) - Call 376-3280 to schedule. The following requirements must be completed prior to appointment:

- Web HA on <https://afwebha.afms.mil>
- Audiogram at Public Health
- Immunizations

Additional requirements will be determined when appointment is scheduled. Appointments available at 8:30, 9:30 or 10:30 a.m. Monday and Wednesday.

Annual Fire Fighter / Occupational physical - Appointments available at 8:30, 9:30 or 10:30 a.m. Monday and Wednesday.

Pre-Employment physicals - Appointments available at 8:30, 9:30 or 10:30 a.m. Monday and Wednesday. Bring in Certificate of Medical Examination paperwork to appointment.

Patients for all the above physicals must arrive one hour prior to appointment time and must bring corrective lenses if prescribed.

Separation / Retirement physicals - Appointments available during clinic hours. Complete DD Form 2697 prior to appointment.

Preventative Health Assessment (PHA) - ARE YOU MEDICALLY READY?
CHECK YOUR STATUS AT: <https://imr.afms.mil/imr/MyIMR.aspx>

HRR - Web Health Assessment (Web HA) (Part 1)

Preventive Health Assessment (PHA) (Part 2)

Part 1: Complete AF WEB HA, link below

<https://afwebha.afms.mil/home.asp?ScreenX=1440&ScreenY=655>

Part 2: Schedule Appointment

Call Base Operational Medicine Cell (BOMC) at 376-2662, 376-3163 or 376-3809 for Fly PHAs. For non-fly PHAs, call the central appointment line at 1-800-700-8603

Medical Standard Management Element - 469 (Profiles), 422, stateside PCS clearances (signing you off in virtual), overseas clearance, retraining, security clearances, special duty clearances (Ensure all paperwork is brought in from AFPC-generated email or from Virtual. Also ensure all necessary verbiage is documented before leaving the office.)

Blood Donor Center Located in the Arnold Medical Annex, behind the Meadows Drive tennis courts. The Keesler AFB Blood Donor Center's mission is to support the Armed Services Blood Program to collect, process, store, distribute and transfuse blood worldwide in times of peace and times of war. Hours of operation are 8 a.m.-4 p.m. Monday-Friday. Depending on blood types needed, walk-ins and appointments are accepted. Please visit the Blood Donor Center Web Site to make an appointment or for more information at <http://www.militaryblood.dod.mil/KeeslerAFB/contact.aspx>

Cardiology Clinic Located on the second floor, Room 2A245. Referrals are required to be seen in the clinic. Cardiac Catheterizations are done at the Keesler Medical Center. A referral from the PCM is required. Hours of operation are 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. Friday (Exceptions -"Warrior Training," second Thursday of every month); clinic hours 7 a.m.-12 p.m and "Fit to Fight," the first training Friday of each month; clinic hours 8:30 a.m.-4 p.m.) Closed on non-training Fridays, weekends and holidays.

Cardiology-Vascular Clinic located on the second floor, Room 2A245. A referral is needed to obtain provider care. Cardiac Catheterizations are performed at the Keesler Medical Center. A referral from the PCM and a consultation with a cardiologist is required. Hours of operation are 7 a.m.-5 p.m. on Wednesdays.

Chiropractic Clinic Located in the medical center's Back Bay Tower on the first floor across from Physical/Occupational Therapy. DOD states this is **ACTIVE DUTY ONLY** providing quality, timely, conservative chiropractic care. The clinic is manned by a

civilian chiropractor and technician. Chiropractic gives special attention to the physiological and biomechanical aspects including structural, spinal, musculoskeletal, neurological, vascular, nutritional, emotional and environmental relationships. Specifically includes the adjustment and manipulation of the articulations and adjacent tissues of the human body, particularly of the spinal column. Included is the treatment of intersegmental aberrations for alleviation of related functional disorders. Chiropractic is a drug-free, non-surgical science and, as such, does not include pharmaceuticals or surgery. All NEW appointments are scheduled through the Chiropractic Clinic at (228) 376-3412. Hours of operation are 7a.m.-5 p.m. Monday-Thursday, 7a.m.-4 p.m. Friday and closed on non-training Fridays, weekends and holidays.

Coumadin Clinic: Located on the second floor, Room 2A216. The clinic sees all eligible beneficiaries with a referral. As a nurse-managed clinic, it provides education for patients who are taking anti-coagulation medications and monitors lab values. Clinic oversight is provided by cardiologist. Hours of operation are 9 a.m. - 3 p.m. Mondays and Wednesdays / 7a.m.-3p.m. Tuesdays and Thursdays. Closed for lunch from 11:30 a.m.-12:30 p.m. Clinic is closed on Fridays. To contact, please call 376-3494

Customer Relations There are two methods to assist you. You may speak with the customer relations representative located in each outpatient clinic, ancillary service (such as pharmacy, radiology, laboratory) and inpatient units. You may also contact the hospital customer relations director, 376-3092, located in room GF405 on the ground floor behind the outpatient clinic entrance lobby information desk.

Dental Clinic Located in building 0824, about two blocks west of the hospital. Priority is given to active duty. Retirees are eligible for stand-by dental care. Hours of operation: 7 a.m.-5 p.m. Monday-Thursday, 7 a.m.-4 p.m. Friday. Emergency care is available after hours through the Emergency Room. Appointments: 376-0511.

Dermatology Clinic Located in the Medical Specialties Clinic (1F100) on the first floor. Referral only. However, established patients may be seen by contacting Dermatology for follow-up care. The clinic no longer offers MOHS surgery. We are only accepting active duty only at this time due to only having one dermatologist. Call 376-3501 or the appointment line, 1-800-700-8603.

Eligibility

Located on the first floor in room 1A222 in the TRICARE Services office. Hours of operation are 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. training Fridays. Call the Eligibility officer at 376-4742.

ENT Clinic Located on the ground floor, near the outpatient clinic entrance. ENT is REFERRAL only for all new patients. Follow-up appointments (established visits) can be made by the clinic without referral. (228) 376-0418/376-0420. The clinic offers full otolaryngological services. Areas covered include otology, rhinology, facial plastic surgery, head and neck surgical oncology, and pediatric otolaryngology.

Emergency Services Department Located in the Back Bay Tower on the northeast corner of the hospital on the ground floor. It provides Level III emergency care. The telephone number is 376-0500. All patients are triaged and seen in order of the severity of their condition as determined by the triage nurse. Emergent/urgent patients will be seen first. All patients will be seen. Those with non-urgent concerns may experience prolonged wait times.

Family Health Clinic Located on the hospital's ground floor next to the clinic entrance. Clinic hours are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. on Friday. The contact number is 376-0440. The staff sees acute illnesses, handles personal health assessments and provides medication refills. A clinician from Mental Health is available, by appointment, Monday through Friday, for mental health issues. The FHC also has two disease management nurses for diabetes education and a case manager, available in the clinic. Nurses are available Monday-Friday to assist with same-day appointment requests for acute illnesses/injuries, or to answer questions. Appointments, medication refill requests, messages for your provider and access to the nurses can be accomplished by calling the appointment services line at 1-800-700-8603.

Flight Medicine Clinic Located on the ground floor inside the **Family Health Clinic**. We offer the full range of acute, routine and preventive medicine services to our empanelment. We also provide Occupational Medicine expertise to the 81st Training Wing. Hours of operation: 7 a.m.-4 p.m. Monday and Tuesday; 7 a.m.-12 p.m. Wednesday; 7 a.m.-4 p.m. Thursday (exception - "Warrior Training," second Thursday of every month - open 7 a.m.-12 p.m.); 7 a.m.-3 p.m. training Fridays; closed non-training Friday. Please call the central appointment line, 1-800-700-8603, to schedule an appointment. **Physical health assessments, initial flying class physicals and well-exams must be scheduled directly through the BASE OPERATIONAL MEDICAL CELL @ 376-2662.**

Gastroenterology Clinic Located on the third Floor (3C301). The GI Clinic hours are 6:30 a.m.-4:30 p.m. Monday-Thursday and 6:30 a.m.-3:30 p.m. training Fridays. The clinic is closed on non-training Fridays and federal holidays. The GI Clinic is staffed with two gastroenterologists. Patients are seen on a referral basis for most gastrointestinal problems to include, but not limited to, acid reflux, inflammatory bowel diseases, constipation/diarrhea and pancreatitis. The clinic provides services including routine or diagnostic esophagogastroduodenoscopy (EGD), inpatient or outpatient; routine or diagnostic colonoscopies, capsule endoscopy (Pill Cams) of the small bowel, endoscopic retrograde cholangiopancreatography (ERCP) and PEG tube placement and paracentesis. Clinic front desk phone is 376-3835.

General Surgery Clinic: The General Surgery Clinic is located on the medical center's first floor in the Medical Specialties area (1G 200). The general and vascular surgeons provide full-time emergency surgical coverage offering a broad range of both inpatient and outpatient procedures. Services rendered include but not limited to: bariatric surgery, vascular surgery and venous insufficiency treatment. Keesler Medical Center also serves as the sponsoring institution for the General Surgery Residency Training Program. The clinic accepts surgical referrals and will refer patients to specialists when necessary. Certified wound and ostomy nursing care and breast health-care coordination are also available. Patient care hours are from 7:30 a.m.-4 p.m. Monday-Friday. The phone number is 376-0425/376-0565.

Hematology-Oncology Clinic is located on the first floor, 1G100. They are seeing new consults as well as patients previously followed in the clinic. Patients need a referral from their PCM. Hours of operation: 7 a.m.-5 p.m. Monday-Thursday, 7 a.m.-4 p.m. Friday.

Immunization/Allergy Clinic The clinic is located in room GG126 on the ground floor. Provides all inoculations to active duty, retirees and dependents. Flu shots are administered seasonally to all patients. Allergy services including testing and shots are available at this time through a PCM referral. Allergy hours of operation are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday. Immunization hours are 7 a.m.- 4:30 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday. The clinic closes at 11:30 a.m. the second Thursday of each month for team training. The front desk number is 376-3553.

Infectious Diseases Located within the Allergy Clinic (GG-100) on the ground floor. The Infectious Diseases Clinic accepts pediatric and adult patients on a referral basis only. Hours of operation: 7 a.m.-4:30 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday,

Internal Medicine Clinic Located on the hospital's first floor (1F300). We take care of patients above 65, and those below 65 if they have complex medical problems. Services available: joint injections, geriatric evaluation, case manager for home health referral, behavioral health as well as disease management. We have extended booking; you can make an appointment 6 months in advance, for patient-PCM continuity of care. Our providers have daily appointments for acute and urgent needs. T-Cons or secure messaging is available for non-urgent questions or medication refill. Telephone consult responses and medication refills within three business days. To make an appointment, you can send us a message via secure-messaging, call the appointment line, or face-to-face at our desk. Clinic contact number: 376-0577. Appointment Line: 1-800-700-8603. Hours of operation: 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday.

Laboratory Located at the top of the escalators on the hospital's first floor, above the clinic entrance. Hours of operation: 7a.m.-5:30 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday. Glucose Tolerance Tests and Semen Analysis must be scheduled by calling 376-4460. The Blood Donor Center is also open in the Arnold Annex. Anyone wishing to donate blood should call 376-6100.

Medical Genetics Center Located on the ground floor in room GG700. The Air Force Medical Genetics Center provides focused genetic services relating to patient care and counseling, provider education and comprehensive diagnostic cytogenetic and DNA laboratory evaluations. The center serves the TRICARE South Region as well as Department of Defense referral sites worldwide. Hours of operation are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday. For information regarding test availability, call 377-6727.

Medical Records Located in room 1A222 in the. TRICARE Services office. Original records must be maintained by the Keesler Hospital. You may request copies of your medical records; currently it takes approximately 20 days to process a request for copies. Request forms are available. Personnel who have permanently moved should go to their nearest medical treatment facility (MTF) medical records department and complete a DD Form 877 to transfer their records to their new facility. Send requests to:

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Hours of Operation:

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Mental Health Flight Elements, most located in the Arnold Medical Annex (behind Meadows Drive tennis courts)

Mental Health Clinic

Psychology, Psychiatry, Social Work

Telephone: 376-0385; DSN 591-0385.

Location: Arnold Medical Annex (building 5901), Room A08

Hours of Operation: 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. Friday

Mental Health professionals are available for individual counseling, medication management, psychoeducational groups (stress management, anger management, relaxation) and neuropsychological assessment.

Family members are seen on a space-available basis.

Triangle Mental Health Clinic:

Psychology, Psychiatry

Telephone: 377-7016; DSN 597-7016

Location: Bryan Hall, Room 217

Hours of Operation: 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. training Fridays; closed non-training Fridays

Serving the Technical School student population through the delivery of behavioral health care services including individual counseling, group therapy (study skills/test anxiety, adjustment to the military, anxiety management, sleep hygiene), psychoeducation and psychological assessment and testing.

Family Advocacy Program:

Social Work, Nursing

Telephone: 376-3457; DSN 591-3457

Location: Arnold Medical Annex (building 5901)

Hours of Operation: 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. training Fridays; closed non-training Fridays

The program is focused on improving the relationships of the families at Keesler AFB. It consists of four components --Prevention, Outreach, Treatment, and Victim Advocacy. **New Parent Support Program** is a prevention program for expectant mothers and/or families with children under the age of 3 offered primarily through home visitation services. **Family Advocacy Strength-Based Treatment** is a voluntary prevention program for families experiencing high levels of stress. **Outreach** services are offered through various classes in parenting, relationship enhancement, anger management and the Keesler Playgroup. **Treatment** services are offered for individuals, couples and families who are or have experienced maltreatment. **Victim Advocacy** is a program which offers victims of domestic violence supportive services 24 hours, seven days a week. Staff members are

always available to present special request classes and to speak at commanders' calls.

Alcohol and Drug Abuse Prevention and Treatment Program:

Substance Abuse Counseling

Telephone: 376-0385; DSN 591-0385

Location: Arnold Medical Annex (building 5901)

Hours of Operation: 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. Friday

In an effort to promote the readiness, health and wellness of our most important resource—people—ADAPT provides comprehensive services to individuals, in coordination with their commands, who are experiencing problems attributed to substance abuse or misuse. ADAPT serves active duty by offering assessment, intervention education, prevention/outreach and rehabilitative services. ADAPT also offers DoD employees one-time assessments and will offer referral resources if further care is required or requested. Information and referral resources will be offered to dependents and retirees.

Drug Demand Reduction (DDR):

Telephone: 377-9221; DSN 597-9221

Location: Locker House (building 3101), Room 5711

Hours of Operation: 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. training Fridays; closed non-training Fridays

DDR offers prevention materials, briefings and presentations to spouse organizations, schools, community groups, etc., to educate children, parents and community leaders on the dangers of drug use in our homes, schools and communities.

Nephrology Clinic Located on the hospital's second floor. The clinic staff sees patients by referral only. Services include general nephrology, anemia management, hypertension management and hemodialysis. Hours of operation are 7 a.m.-5 p.m. Monday-Friday, closed on non-training Fridays, weekends and holidays. (Exceptions for chronic dialysis treatment). The front desk number is 376-5529/5537.

Neurology Clinic Located on the first floor (1F103) in the Medical Specialties Clinics. The staff currently consists of four neurologists providing service for patients 18 years of age and older. Patients are seen on referral basis only for Parkinson's disease, epilepsy and seizures, multiple sclerosis, dementia, stroke, weakness, neuropathy, myasthenia gravis, movement disorders, memory difficulties, headaches, low back and neck pain, radiculopathy and numbness. All other referrals must be approved by the chief of neurology before being provided an appointment. The clinic offers nerve conduction studies (NCV)/electromyographies (EMG), electroencephalography (EEG), trigger point/occipital nerve block, Botox injections, muscle biopsy, and nerve biopsy. Inpatient consultative services are available to admitting services and ER. Hours of operation are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. on training Fridays, closed on non-training Fridays, weekends and holidays. The clinic phone number is 376-3791.

Nutrition Clinic Located on the ground floor (GB101) of the hospital, the clinic sees all eligible beneficiaries with a referral. Services provided include individual and group

nutrition counseling. Hours of Operation: 7 a.m.-4 p.m. Monday-Friday. Call 376-5065 for more information.

Occupational Therapy Located in medical center's Back Bay Tower on the first floor, down the hall from the Emergency Room. They currently are seeing all enrollees for the following: evaluations for upper-extremity dysfunction (elbow and hand only at this time); post-operative hand surgery rehab; upper-extremity post-fracture rehab for ROM and strength deficits; education/treatment of cumulative trauma/repetitive motion disorders of the hand and elbow; and education on computer workstation ergonomics, etc. All NEW referrals will be scheduled through the hospital Referral Management Office at (228) 376-0490. Clinic hours of operation are 7a.m.-5 p.m. Monday-Thursday, 7a.m.-4 p.m. every Friday. Direct phone number is 376-3379.

Ophthalmology Clinic Located on the medical center's ground floor, near the clinic entrance. TRICARE Prime patients needing to be seen in the Ophthalmology Clinic should request a consult from their primary care provider. TRICARE will then book an appointment and you will be contacted. Most services will be offered at Keesler, but some services may be referred to a TRICARE provider in the community. Some common services available include:

Medical: Full eye exams for glaucoma, macular degeneration, cataracts, diabetes or other eye diseases/disorders. See your preferred optometrist for a standard eye examination for eyeglasses or contacts.

Surgical: Repair of eyelid/lacrimal trauma, eye plastics procedures, cataract surgery, glaucoma surgery, corneal surgery and laser surgery for retinal disease.

Optometry Clinic Located on the hospital ground floor, near the clinic entrance. The clinic offers routine eye care to active-duty military and TRICARE prime enrollees. Appointments can be made by calling the central appointment line at 1-800-700-8603 or TRICARE Online. The hours of operation are 7 a.m.-5 p.m. Monday-Thursday, 7 a.m.-4 p.m. on training Fridays and closed on non-training Fridays. The number for the Optometry clinic is 376-0449.

Oral and Maxillofacial Surgery Located on the hospital's first floor (1B100). Oral and maxillofacial surgery is the specialty of dentistry which includes diagnosis, surgical and adjunctive treatment of disease, injuries and defects involving both the functional and aesthetic aspects of the hard and soft tissue of the oral and maxillofacial areas. Referral is required and care for non-active duty beneficiaries is on a space-available basis. Their telephone number is 376-0610. Hours of operation: 7 a.m.-5 p.m., Monday-Thursday and 7 a.m.-4 p.m., Friday.

Orthopaedic Clinic Located on the first floor (Room 1B300). The clinic provides services on a referral-only basis. New referrals may be scheduled by calling the appointment line at 1-800-700-8603. Care provided by the four orthopaedic surgeons includes: basic musculoskeletal evaluation; arthroscopic procedures of the knee, shoulder, ankle, elbow, and wrist; computer-assisted total joint reconstruction of the knee, shoulder and hip; treatment of fractures of the extremities; nerve entrapment release; excisional biopsies and tendon repair. The clinic has limited care for pediatric orthopedics and does not treat spinal conditions. The hours of operation are 7 a.m.-5 p.m. Monday-Thursday, 7 a.m.-4 p.m. Fridays. The number for the Orthopedic Clinic is (228) 376-0429.

Patient registration Located on the first floor in Room 1A222 in the TRICARE Services office. Hours of operation are 7 a.m. - 5 p.m. Monday-Thursday and from 7 a.m. - 4 p.m. on Friday. 376-4742/3

Pediatric Clinic Located on the ground floor (GF300), down the corridor to the left, rear of the escalators. The clinic provides scheduled acute, chronic and preventive medical care for children (age birth to 17 years). They also have a case manager available in the clinic. All appointments are scheduled through the TRICARE appointment line, 1-800-700-8603, or TRICARE Online at www.tricareonline.com. Clinic hours are Monday-Thursday 7 a.m.-5 p.m. and Fridays 7 a.m.-4 p.m. The clinic is closed the second Thursday of each month at noon for readiness training as well as all federal holidays and AETC family days.

Walk-in appointments are available for sore throat, weight checks, blood pressure checks and wart treatments. Hours of operation are 7:45-10:30 a.m. and 1:30-3:30 p.m. Monday-Thursday and 7:45-10:30 a.m. and 12:45-2:30 p.m. Friday. Patients will be screened and cultured, if necessary, and notified if positive. They may NOT see a provider. Wart removal will first need an initial appointment with a provider before a walk-in can be done.

TRICARE beneficiaries with acute medical problems may call the Nurse Advice Line at 1-800-874-2273, option 1, for health-care advice for urgent health problems. For any other issues, parents may leave a telephone consult through the appointment line (1-800-700-8603). A staff member will return calls within 72 hours.

Pharmacy

Filling prescriptions

The Main Outpatient Pharmacy, located on the Keesler Hospital ground floor, just inside the outpatient clinic entrance, provides service of new prescriptions issued from Keesler Medical Center clinics. Hours of operation are 7:30 a.m.-5:30 p.m. Monday-Friday. Closed on weekends, holidays and command-directed family days.

The Satellite Pharmacy is located at the west end of the BX/Commissary mall. Hours of operation are 8 a.m.-5 p.m. Monday-Friday. Closed on weekends, federal holidays and command-directed family days. This pharmacy will fill new prescriptions from off base for authorized beneficiaries, for medications listed on the 81st MDG Formulary. Copies of the formulary are available on request at the pharmacy, or can be obtained at the website: <http://www.keesler.af.mil/units/81stmedicalgroup.asp> Click on Formulary on the bottom middle of the page.

Refills of prescriptions originally filled at Keesler should be requested by calling the automated call-in refill system at (228) 376-1000 unless otherwise directed on your prescription label. Refills may be picked up at the Satellite Pharmacy from 8 a.m.-5 p.m. Monday-Friday or at the Satellite's drive-up window which is open until 5:30 p.m. on weekdays and from 8 a.m.-2 p.m. on Saturdays for pickup only.

Transferring a prescription from another pharmacy: A refill of a non-controlled prescription medication originally filled at another pharmacy, military or civilian, may be accomplished if you bring in the bottle from the other pharmacy

with a current prescription label. The label must show at least one refill remaining and be less than one year from the original fill date. Please allow 1-3 duty days for transfers to be completed. Controlled medications may be transferred one time from one military pharmacy to another military pharmacy. Controlled medication **cannot** be transferred to or from civilian pharmacies per Mississippi state law.

Questions about medications: The pharmacy has 24/7 medication information through the AudioCare RXInfo function. This system gives you specific information about your prescription. You can reach the AudioCare RXInfo by dialing (228) 376-1000. A pharmacist can also be reached during normal duty hours by calling (228) 376-4955 or (228) 377-9791.

Renewing prescriptions when there are no more refills: You will need to contact your Primary Care Manager (PCM) team or civilian provider to have your prescription renewed.

Filling prescriptions that are not available from the Keesler Pharmacy: TRICARE provides you two options: The TRICARE Mail Order Pharmacy and a network of retail pharmacies.

To fill prescriptions that are not available from the Keesler Pharmacy, The TRICARE Mail Order Pharmacy (TMOP) is the most economical choice for you. Usually there are no Co-payments for generic TMOP prescriptions and non-formulary and brand name medications are up to 66 percent less than in the TRICARE pharmacy network. TMOP can fill up to a 90-day supply of medications, has more medications available and delivers prescriptions directly to your mailing address within 14 days. TMOP is especially useful for obtaining routinely-used maintenance medications. TMOP transactions can be completed by toll free phone or FAX, U.S. Mail or via the internet. For more information call 1-877-363-1303 or visit www.express-scripts.com/TRICARE.

TRICARE also maintains a network of local civilian pharmacies that you can use. They may be the most convenient, but are also the most costly for you. This option is best when you cannot wait for the mail to deliver your medications. Ask your local civilian pharmacy if they participate in TRICARE.

Medication Not Covered by TRICARE: Prescription medications used to treat conditions that are not currently covered by TRICARE, either by statute or regulation, are excluded from the pharmacy benefit.

Excluded medications include:

- Drugs prescribed for cosmetic purposes
- Fluoride preparations
- Food supplements
- Homeopathic and herbal preparations
- Multivitamins
- Over-the-counter (OTC) products, except for the following:
 - [Insulin and diabetic supplies](#)
 - OTC medications covered by the [OTC Medication Demonstration Project](#)
 - [Smoking cessation products](#) covered by the Smoking Cessation benefit

- Weight reduction products
Excluded drugs are not available at government expense from any DoD or TRICARE pharmacy.

Physical Therapy Located in the medical center's Back Bay Tower on the first floor down the hall from the Emergency Room. PT is currently seeing all enrollees for which appropriate services can be provided at this MTF (access does fluctuate with number of providers, etc.). Patients can be seen for the following diagnoses: musculo-skeletal evaluation; orthopedic rehabilitation (pre- & post-operative); athletic injury management; modalities (cervical/lumbar traction, TENS, ultrasound, iontophoresis, electrical stimulation, hot/cold packs); muscle testing & rehab training; specialized muscle strengthening; postural correction/awareness; ROM exercises (AROM, AAROM, and PROM); mobilization (spine and extremity joints); and acute/chronic pain management. All NEW referrals are scheduled through the hospital Referral Management Office at (228) 376-0490. Hours of operation: 7 a.m.-4 p.m., Monday 7 a.m.-5 p.m. Tuesday-Thursday and 7 a.m.-3 p.m. Friday. PT front desk number is 376-0446. Clinic hours of operation are 7a.m.-5 p.m. Monday-Thursday, 7a.m.-4 p.m. every Friday.

Public Health Located on the hospital's ground floor in room GG400. Public Health conducts preventive medicine and communicable disease control, occupational health, food safety, deployment medicine and disaster response programs. They are responsible for educating and ensuring immunity from communicable disease for all active duty and 49,000 beneficiaries, while directing and conducting epidemiological investigations of communicable diseases and food-borne disease outbreaks and make recommendations. Nurse practitioner Krista Lippold is available for deployment health assessments. Hours of operation: 7 a.m.-4:30 p.m. Monday-Thursday, 7 a.m.- 4 p.m. Friday. Front desk: 376-3163.

Pulmonary Disease Clinic: Located on the second floor, Room 2A245. A referral from the PCM is required to obtain provider care. Hours of operation are 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. Friday (Exceptions -"Warrior Training," second Thursday of every month). Clinic hours are 7 a.m.-12 p.m. and "Fit to Fight" the first training Friday of each month, clinic hours 8:30 a.m.-4 p.m.). Closed on non-training Fridays, weekends and holidays.

Radiology (Diagnostic Imaging) Located on the hospital's first floor; Room 1C200. Radiology services consist of six modalities: Diagnostic Radiology (X-ray), Computed Tomography (CT and CAT Scan), Magnetic Resonance Imaging (MRI), Bone Mineral Density, Diagnostic Ultrasound and Nuclear Medicine. Normal hours of operation are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. on Friday. Radiology also provides 24-hour support to the Emergency Department and inpatient wards. Call 376-0481 or 376-0482 for additional information.

Patients are authorized a copy of medical images for off base medical appointments/referrals and permanent change of station.

Radiation Oncology: Located in the Radiation Oncology building on the west side of the medical center (opposite the former Emergency Department), the Radiation Oncology Department provides state-of-the-art cancer therapy services for more than 350 patients per year. We currently offer a full range of external beam radiation therapy options including three-dimensional conformal therapy, intensity modulated radiation therapy (IMRT), image guided radiation therapy (IGRT), RapidArc therapy, and

stereotactic radiosurgery. Having invested heavily in the latest computer, imaging and treatment technologies, therapies are now safer than ever with advanced tumor targeting and radiation delivery techniques. This enables precise doses delivered to targets while maximizing the protection of surrounding normal tissue, which decreases both temporary side effects during treatment as well as the risk of permanent side effects. Normal hours of operation are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday. Call 376-3400 for additional information.

Referral Management Center Located in Room 1A-230. 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. Fridays. **Off-base referrals:** At Keesler AFB, Prime enrollees obtain referrals from their PCM. When you get a referral from your PCM, please go to the Referral Management Center in Room 1A-230 before departing the hospital. They will assist you in booking an appointment or provide necessary information to obtain care in the network. If you need to contact the Referral Management Center you can do so at 376-0490. You can also contact Humana about the status of a network referral at 1-800-444-5445..

Refractive Surgery/Laser Vision Correction The Keesler Warfighter Refractive Surgery Center is located on the ground floor, collocated with optometry and ophthalmology. Services are available to active duty only. If interested in refractive surgery, please call (228) 376-5735/376-0567 (commercial) or DSN: 591-5735/591-0567. Information will be emailed to you.

Rheumatology Located on the first floor in the Medical Specialties Clinic in room 1F151. Currently treating all active duty military and TRICARE Prime beneficiaries with autoimmune diseases and rheumatoid arthritis. Treatment in the Rheumatology Clinic is initiated only after primary care manager or subspecialist referral. Patient care hours are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. on training Fridays.

Sleep Disorders Lab: The Sleep Lab is located at the VA Gulf Coast Veterans Health Care System Medical Center in Biloxi. It performs studies as part of a sharing agreement. It consists of six beds. Patients require a referral from their PCM to make an appointment.

Special Needs Identification Program (Exceptional Family Member Program)

Overseas clearances and facility determination inquiries are available in Keesler Medical Center, room 1A222. See Melba Harris, 376-5605; DSN 591-5605.

Student Trainee Clinic Located in Bldg. 7310, the entrance is in the breezeway next to the Levitow Training Support Facility. All technical training students NOT on flying status (prior and non-prior service), TDY students/personnel and personnel deployed to Keesler AFB are seen in the STC for all their urgent, acute and routine primary care needs. An appointment may be booked by calling the appointment line at 1-800-700-8603 or by calling the clinic directly. For any questions, the clinic may be reached at 376-0324/0325. Clinic hours: 7a.m.-5 p.m. Monday-Thursday; 7 a.m.-3:30 p.m. Fridays. Walk-in "sick-call" (acute illness present for three days or less) is: 7-11 a.m. and 1-4 p.m. Monday-Thursday; 7-11 a.m. and 1-2 p.m. Fridays. The STC is closed on holidays and weekends.

Travel Medicine Clinic Located in the Allergy Clinic on the hospital's ground floor (nearest the Emergency Department entrance). Those planning to travel outside of the U.S for business or pleasure are encouraged to visit the clinic for counseling,

immunizations and prophylactic medications. With pediatric and adult infectious diseases services available, coordinated appointments for entire families may be arranged – ample advance notice is appreciated. Travel Medicine Clinic is usually held Thursday mornings, but appointments at alternate times may be available. Patients are asked to bring their immunization records and detailed itinerary. Call 228-376-3550 for an appointment.

TRICARE Phone Number 1-800-444-5445. For TRICARE-related questions, please feel free to also contact the Keesler Health Benefits Advisors at: 376-4752 /-4737 (DSN: 591) or the TRICARE Office at 376-3101/-4728 (DSN: 591).

Urology Clinic Located on the first floor, room 1G400. Two urologists are on staff and are currently seeing all military beneficiaries. We offer the full spectrum of urologic care to include the medical and surgical treatment of urologic cancers, urinary incontinence, BPH, kidney stones, erectile dysfunction, infertility and pediatric urologic conditions. All new patients require a referral. Established patients may schedule appointments by calling (228) 376-0456. Hours are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. training Fridays.

Vascular Surgery Located on the hospital's first floor in the General Surgery area (1G 200). There are currently two vascular surgeons assigned to the Vascular Surgery Clinic, providing full-time surgical coverage and a broad range of inpatient and outpatient procedures including open and endovascular approaches. The clinic accepts all referrals. Patient care hours are 8 a.m.-4 p.m. Monday-Friday (except non-training Fridays). The phone number is (228) 376-5280.

Women's Health Services Clinic (OB/GYN) is located on the medical center's ground floor, down the corridor to the left, rear of the escalators and past the Pediatric Clinic. The clinic provides routine and specialty women's health care to active duty, dependents and TRICARE Prime enrollees. Other patients are seen on a space-available basis. Available gynecological services include general gynecology problems, annual exams (pelvic exams +/- pap smears) and follow-up, pre- and post-operative surgical evaluations and treatments. Gynecological surgical procedures offered include tubal ligation, laparoscopy, hysterectomy, urinary incontinence and prolapse surgery, and basic infertility care. Obstetrical services include care for all routine and high-risk pregnant patients with a maternal-fetal medicine specialist on staff. Our Family Birthing Center includes eight state-of-the art LDRP (Labor, Delivery, Recovery, Postpartum) rooms, completed in January 2007. Operating hours: 7 a.m.-5 p.m. Monday-Thursday: 7 a.m.-4 p.m. Friday, including non-training Fridays. Patients may call (228) 376-0433 with questions or to arrange for follow-up. Appointments may also be made through the TRICARE appointment line, 1-800-700-8603. Initial appointments for gynecology problems require a consult from the primary care manager.

(Current as of October 2014)